



THE CLAIMS

1. (UNCHANGED) A computer program product comprising:

a computer usable medium having computer readable program code for regenerating message data embodied therein, said computer readable program code configured to:

generate a first message;
transmit said first message to a first user;
obtain an inquiry from a second user for a duplicate of said first message;
regenerate said duplicate of said first message in response to said inquiry.
2. (UNCHANGED) The computer program product of claim 1 wherein said first message is generated in response to a triggering event.
3. (UNCHANGED) The computer program product of claim 1 wherein said computer readable program code configured to regenerate said duplicate further comprises computer program code configured to:

obtain template data associated with said first message;
obtain general information associated with said first message;

combined said template data and said user information.

4. (UNCHANGED) The computer program product of claim 3 wherein said general information comprises user specific information.

5. (UNCHANGED) The computer program product of claim 4 wherein said general information comprises previously calculated information.

6. (UNCHANGED) The computer program product of claim 1 wherein said second user comprises an entity representative.

Please add new claims 7 through 54.

--7. (NEW)

A method comprising:

generating a first message;
transmitting said first message to a first user;
obtaining an inquiry from a second user for a duplicate of
said first message; and

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regenerating said duplicate of said first message in response to said inquiry.--

--8. (NEW) The method of claim 7 wherein said first message is generated in response to a triggering event.--

--9. (NEW) The method of claim 7 wherein said regenerating said duplicate further comprises:

obtain template data associated with said first message;

obtain general information associated with said first message;

combined said template data and said user information.--

--10. (NEW) The method of claim 9 wherein said general information comprises information associated with a specific user.--

--11. (NEW) The method of claim 9 wherein said general information comprises previously calculated numerical data.--

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--12. (NEW) The method of claim 7 wherein said second user comprises an entity representative.

--13. (NEW) An apparatus comprising:
a processor;
memory coupled to said processor;
said memory comprising computer readable program code configured to:
generate a first message;
transmit said first message to a first user;
obtain an inquiry from a second user for a duplicate of said first message; and
regenerate said duplicate of said first message in response to said inquiry.--

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--14. (NEW) The apparatus of claim 13 wherein said first message is generated in response to a triggering event.--

--15. (NEW) The apparatus of claim 13 wherein said computer readable program configured to regenerate said duplicate further comprises computer readable program code configured to:

obtain template data associated with said first message;

obtain general information associated with said first message;
combined said template data and said user information.--

--16. (NEW) The apparatus of claim 15 wherein said general information comprises information associated with a specific user.--

--17. (NEW) The apparatus of claim 15 wherein said general information comprises previously calculated numerical data.--

--18. (NEW) The apparatus of claim 13 wherein said second user comprises an entity representative.--

--19. (NEW) A computer program product comprising:
a computer usable medium having computer readable program code for regenerating electronic mail embodied therein, said computer readable program code configured to:

obtain a request for a previously transmitted electronic mail message from a user;

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obtain template data associated with said previously transmitted electronic mail message;
obtain user information about said user;
obtain previously calculated information associated with said previously transmitted electronic mail message;
recreate a new version of said previously transmitted electronic mail message by combining said user information, said previously calculated information, and said template data.--

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--20. (NEW) The computer program product of claim 19 wherein said template varies depending upon what type of trigger event initiated said request.--

--21. (NEW) The computer program product of claim 20 wherein said templates comprises information related to a transaction with a user.--

--22. (NEW) The computer program product of claim 19 wherein said previously transmitted message comprises a message personalized for said user.--

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--23. (NEW) The computer program product of claim 19 wherein said new version of said previously transmitted message is sent to said user for display.--

--24. (NEW) The computer program product of claim 23 wherein said user comprises a customer service representative.--

--25. (NEW) The computer program product of claim 23 wherein said user comprises an end-user.--

--26. (NEW) The computer program product of claim 19 wherein said user information is obtained from a historical data file.--

--27. (NEW) The computer program product of claim 26 wherein said historical data file comprises information providing a reason for transmitting said previously transmitted message.--

--28. (NEW) The computer program product of claim 26 wherein said template data is separable from said historical data file.--

--29. (NEW) The computer program product of claim 26 wherein said historical data file comprises transaction information.--

--30. (NEW) The computer program product of claim 29 wherein said transaction information comprises data associated with a customer.--

--31. (NEW) A method for regenerating message data comprising:

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obtaining a request for a previously transmitted electronic mail message from a user;

obtaining template data associated with said previously transmitted electronic mail message;

obtaining user information about said user;

obtaining previously calculated information associated with said previously transmitted electronic mail message;

recreating a new version of said previously transmitted electronic mail message by combining said user information, said previously calculated information, and said template data.--

--32. (NEW) The method of claim 31 wherein said template varies depending upon what type of trigger event initiated said request.--

--33. (NEW) The method of claim 31 wherein said templates comprises information related to a transaction with a user.--

--34. (NEW) The method of claim 31 wherein said previously transmitted message comprises a message personalized for said user.--

--35. (NEW) The method of claim 31 wherein said new version of said previously transmitted message is sent to said user for display.--

--36. (NEW) The method of claim 35 wherein said user comprises a customer service representative.--

--37. (NEW) The method of claim 35 wherein said user comprises an end-user.--

--38. (NEW) The method of claim 31 wherein said user information is obtained from a historical data file.--

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--39. (NEW) The method of claim 38 wherein said historical data file comprises information providing a reason for transmitting said previously transmitted message.--

--40. (NEW) The method of claim 38 wherein said template data is separable from said historical data file.--

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--41. (NEW) The method of claim 38 wherein said historical data file comprises transaction information.--

--42. (NEW) The method of claim 41 wherein said transaction information comprises data associated with a customer.--

--43. (NEW) An apparatus for regenerating message data comprising:
a processor;
memory coupled to said processor;
said memory comprising a regeneration module configured to:
obtain a request for a previously transmitted electronic mail message from a user;

obtain template data associated with said previously
transmitted electronic mail message;
obtain user information about said user;
obtain previously calculated information associated with said
previously transmitted electronic mail message;
recreate a new version of said previously transmitted
electronic mail message by combining said user information, said
previously calculated information, and said template data.--

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--44. (NEW) The apparatus of 43 wherein said template
varies depending upon what type of trigger event initiated said request.--

--45. (NEW) The apparatus of claim 43 wherein said
template comprises information related to a transaction with a user.--

--46. (NEW) The apparatus of claim 43 wherein said
previously transmitted message comprises a message personalized for
said user.--

--47. (NEW) The apparatus of claim 43 wherein said new version of said previously transmitted message is sent to said user for display.--

--48. (NEW) The apparatus of claim 47 wherein said user comprises a customer service representative.--

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--49. (NEW) The apparatus of claim 47 wherein said user comprises an end-user.--

--50. (NEW) The apparatus of claim 43 wherein said user information is obtained from a historical data file.--

--51. (NEW) The apparatus of claim 50 wherein said historical data file comprises information providing a reason for transmitting said previously transmitted message.--

--52. (NEW) The apparatus of claim 50 wherein said template data is separable from said historical data file.--

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--53. (NEW) The apparatus of claim 50 wherein said
historical data file comprises transaction information.--

--54. (NEW) The apparatus of claim 53 wherein said
transaction information comprises data associated with a customer.--